Violation of these policies could result in loss of riding privileges. In addition, several rules must be observed:

- All passengers are required to wear seatbelts. All wheelchairs and passengers are to be properly secured at all times.
 Passengers that are not properly secured will not be transported.
- Unsafe behavior or destruction of service property will be cause for immediate expulsion from the vehicle.
- Eating, drinking, smoking, or playing of loud music is not allowed.
- Tipping of drivers is not permitted.

What Is The MVRTA?

The Merrimack Valley Regional Transit Authority (MVRTA) is a public transportation agency established under the Massachusetts General Law Chapter 161B. Member cities and towns of the MVRTA are: Amesbury, Andover, Boxford, Georgetown, Groveland, Haverhill, Lawrence, Merrimac, Methuen, Newbury, Newburyport, North Andover, Rowley, Salisbury, and West Newbury.

The MVRTA provides fixed route bus service, senior and disabled transportation service, and commuter bus service.

We hope you will enjoy this service.

if you have any questions,
suggestions or concerns, contact:

Office of Special Services 85 Railroad Avenue Haverhill, MA 01835

(978) 469-MVRTA (6878) option 3

specialservices@mvrta.com

Schedule & Route Information: (978) 469-MVRTA (6878) www.mvrta.com

The Merrimack Valley
Regional Transit
Authority Announces

Newbury Ring & Ride



What is Ring & Ride?

Ring & Ride is a curb-to-curb transportation service for the residents of Newbury and Byfield. The Merrimack Valley Regional Transit Authority and the Town of Newbury fund the service.

Who Provides Ring & Ride?

The Merrimack Valley
Regional Transit Authority
provides this service
through its operating
company using
wheelchair lift-equipped
MVRTA vehicles.

Effective July, 1 2009

What Trips Can I Take On Ring & Ride?

You can use this service in a variety of ways.

Whether you are commuting to and from work,
going shopping, visiting friends, or going to a
medical appointment, Ring & Ride is there for you.

Where Can I Go With Ring & Ride?

This service allows residents of Newbury and Byfield to commute not only within Newbury and Byfield, but to Newburyport, Amesbury, Rowley, and to the movie theaters on 110 in Salisbury as well. This service will also allow you to connect to the MVRTA fixed route bus system.

When Does Ring & Ride Operate?

Ring & Ride operates from 8 am - 5 pm Monday through Friday, and 12 pm - 6 pm on Saturdays. Service is not available on Sundays or holidays.

When And How Do I Reserve A Seat?

For reservations, please call 978-469-6878 option 3 between 8:00 am and 4:30 pm Monday through Friday at least one day prior to service.

When you call, be prepared to provide the following information:

- Your name
- Your home, work, and/or cell phone number
- Your exact street address and requested appointment time.
- Your exact drop off location and, if you need a return trip, the return information.

Ring & Ride is a shared ride service intended to accommodate as many customers per trip as possible, safely and effectively. You will be given a thirty minute pick-up window at the time you book your ride. Please be ready by the start of the pick-up window, and call the Office of Special Services if your ride does not arrive by the end of the window. Severe weather or traffic conditions may result in the vehicle arriving later then expected. Upon arriving at your stop, the driver is permitted to wait no longer than five minutes for you to board the vehicle.

How Do I Cancel My Ride?

You must call at least one hour in advance on weekdays between 7:00 am and 5:00 pm. Please call 978-469-6878 option 3. You may also cancel your trip for a Monday at anytime during the preceding Saturday or Sunday by leaving a message on the voicemail at 978-469-6878 option 3.

What Does Ring & Ride Cost?

You can pay \$2.00 cash when boarding the MVRTA vehicle. A 10-Ride Ticket Book for \$20.00 is also available from the MVRTA Office of Special Services.

What Else Do I Need To Know About The Service?

There are no special identification cards needed to use Ring & Ride. Although rules may seem unnecessary for responsible adults, it is possible that a Ring & Ride customer may occasionally fail to observe several rules of etiquette.

Therefore, in order to make this shared ride service convenient for all customers, the policy for No Shows and Late Cancellations is as follows:

- No Show: This disruption occurs when the MVRTA vehicle arrives at the specified location within the thirty-minute window and the passenger is not ready or does not take the scheduled trip.
- Late Cancellation: This disruption occurs when a passenger fails to notify the MVRTA Office of Special Services of a cancellation at least sixty minutes prior to the scheduled pick-up time.

If a passenger accrues six No Shows or Late Cancels, service will be suspended for that client for two weeks for the sixth offense, and one week for each following offense thereafter.